SAFE DRINKING WATER HOTLINE
June 2004
Monthly Report

Water Lines

SDW Hotline Report

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Top Ten Topics

Topic	Questions (phone & e-mail)	Percent of Total* Questions
Local Drinking Water Quality	577	16
Consumer Confidence Reports	543	15
Tap Water Testing	335**	9
Lead	182	5
Home Water Treatment Units	174	5
Cryptosporidium	160	4
Complaints About PWSs	143	4
Household Wells	131	4
Bottled Water	128	4
Drinking Water Security	112	3

**A total of 3,609 questions were answered by the Hotline (via telephone and e-mail) in June 2004.*
***Citizens who obtain their drinking water from private household wells asked 9 percent of the tap water testing questions.*

Calls	E-mails	Total***
2,292	197	2,489

****A single call or e-mail may generate multiple questions.*

Published Monthly

See past reports at

http://intranet.epa.gov/ow/hotline
Safe Drinking Water Hotline: National Toll-free No.: (800) 426-4791

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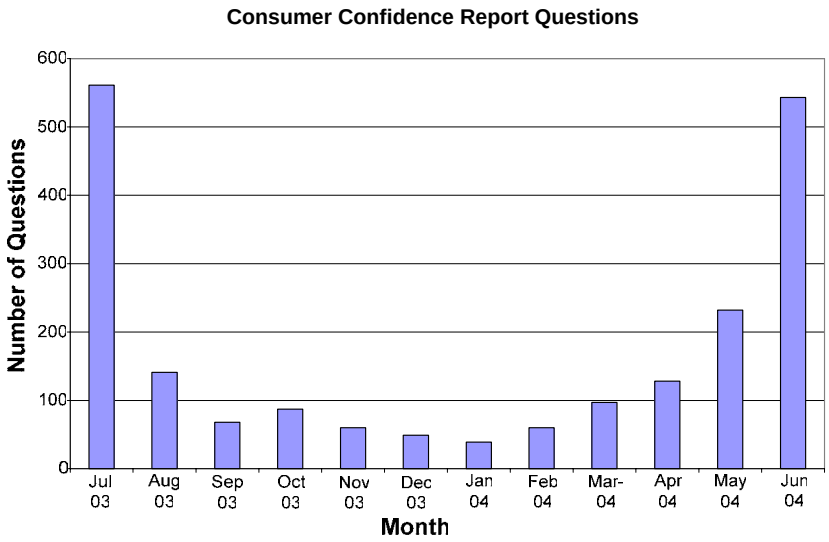
Monthly Trends

With the impending July 1 deadline for delivery of Consumer Confidence Reports (CCRs) to customers, CCR questions are a topic of choice for callers in the month of June. A noticeable surge in CCR questions occurred during the month of June (543 compared to 232 in May) as more community water system customers received a copy of their CCR or read the report in a local newspaper. The 543 questions received by the Hotline represented 15 percent of the total volume of questions for the month. The surge in CCR questions is illustrated by the chart of monthly CCR questions for the period of July 2003 through June 2004.



Did You Know?

More water systems have ground water than surface water as a source (approximately 147,000 compared to 14,500), but more people drink from a surface water system (195 million compared to 101,400).

(EPA, Office of Groundwater and Drinking Water)

What's New

New Publications:

- *Fact Sheet: Announcement of Completion of EPA's Review of Existing Drinking Water Standards*, EPA815-F-03-001, is now available at www.epa.gov/safewater/review.html.
- Supporting documentation for the Six-Year Review of existing National Primary Drinking Water Regulations is available at www.epa.gov/safewater/review.html.
- *Fact Sheet: Announcement of Regulatory Determinations for Priority Contaminants on the Drinking Water Contaminant Candidate List,* EPA815-F-03-007, is now available at www.epa.gov/safewater/ccl/cclregdetermine.html.
- The *Proposed Long Term 2 Enhanced Surface Water Treatment Rule*, fact sheet, EPA815-F-03-005, is now available at www.epa.gov/safewater/lt2/index.html.
- The draft *Source Water Monitoring Guidance Manual for Public Water Systems for the Long Term 2 Enhanced Surface Water Treatment Rule (LT2 Rule)*, EPA815-D-03-005, is now available at www.epa.gov/safewater/lt2/guides.html.
- The draft *Microbial Laboratory Manual for the Long Term 2 Enhanced Surface Water Treatment Rule (LT2 Rule)*, EPA815-D-03-006, is now available at www.epa.gov/safewater/lt2/guides.html.
- The draft *Ultraviolet Disinfection Guidance Manua*l, EPA815-D-03-007, is now available at www.epa.gov/safewater/lt2/guides.html.
- *Ultraviolet Disinfection Guidance Manual Workbook* is now available at www.epa.gov/safewater/lt2/guides.html.
- The draft *Membrane Filtration Guidance Manual,* EPA815-D-03-008, is now available at www.epa.gov/safewater/lt2/guides.html.
- The draft *Long Term 2 Enhanced Surface Water Treatment Rule Toolbox Guidance Manual,* EPA815-D-03-009, is now available at www.epa.gov/safewater/lt2/guides.html.
- Fact Sheet: *Proposed Stage 2 Disinfectants and Disinfection Byproducts Rule,* EPA815-F-03-006, is now available at www.epa.gov/safewater/stage2/index.html.
- The draft *Initial Distribution System Evaluation (IDSE) Guidance Manual*, EPA815-D-03-002, is now available at www.epa.gov/safewater/stage2/guides.html.
- The draft *Significant Excursions Guidance Manual*, EPA815-D-03-004, is now available at www.epa.gov/safewater/stage2/guides.html.
- *Implementing AWOPs through the Capacity Development and the DWSRF Programs*, EPA816-F-03-019, is now available at www.epa.gov/safewater/smallsys/ssinfo.htm.
- *Arsenic Treatment Technology Evaluation Handbook for Small Systems,* EPA816-R-03-014, is now available at www.epa.gov/safewater/smallsys/ssinfo.htm.

Calendar:

Who?	What?	Where?	When?	More Information
EPA	Radionuclides Rule Training	Web cast	June 29, 2004	
NDWAC	Water Security Working Group Meeting	Teleconference	July 6, 2004	
EPA	Radionuclides Rule Training	Web cast	August 4, 2004	

Frequently Asked Qs & As

This section provides answers to frequently asked questions not necessarily represented in one of the Top Ten Topic categories.

In an effort to better address our callers' concerns regarding bottled water, the Hotline has developed the following series of questions and answers. The International Bottled Water Association (www.bottledwater.org) and NSF International (www.nsf.org) served as sources of information for this special series.

Q: Does bottled water contain contaminants?

A: Bottled water may contain some contaminants. Contaminants in bottled water must be below the maximum permitted level set by the Food and Drug Administration or the state. Consumers can call the bottler directly to find out what contaminants are present in the specific brand of interest.

Q: Does bottled water contain chlorine?

A: Bottled water may contain chlorine. Bottlers typically use ozone or ultraviolet light technologies to disinfect the water. However, some companies may use chlorinated water from a public water system as source water for their facility. Further treatment such as reverse osmosis or distillation may be applied to remove the residual taste or odor from chlorine before bottling. To find out whether your bottled water contains chlorine, contact the bottler directly.

Q: I've seen many different types of bottled water in stores. What are the main types of bottled water?

A: Bottled water products are normally categorized according to the source of the water and the method that the bottler uses to treat it. The following are common types of bottled water:

- Artesian: Water that originates from a confined aquifer, where the water level stands at some height above the top of the aquifer.
- Fluoridated: Water that contains fluoride added within the limitations established by the Food and Drug Administration.
- Mineral: Water that contains at least 250 parts per million total dissolved solids (TDS). It comes from a source tapped at one or more bore holes or a spring, and originates from a geologically and physically protected underground water source. Bottlers may not add minerals to this water.
- Purified: Water that has been produced by distillation, deionization, reverse osmosis, or other suitable processes. Purified water may also be referred to as "demineralized water."
- Sparkling: Water that contains the same amount of carbon dioxide that it had at emergence from the source. The carbon dioxide may be removed and replenished after treatment.
- Spring: Water that flows naturally to the earth's surface from an underground formation.

Q: How does the Food and Drug Administration (FDA) define different types of bottled water?

A: FDA has established a bottled water Standard of Identity to define the several different types of bottled water based on specific characteristics of the product. Bottled water products are normally categorized according to the source of the water and the method that the bottler uses to treat it. Bottlers are required to disinfect their source water, usually done with ozone or ultraviolet technologies, or obtain it from an approved potable water source, such as a municipal water supply. Some bottling companies choose to further treat their bottled water products through processes such as filtration, reverse osmosis, or distillation.

Q: Is bottled water regulated?

A: The U.S. Food and Drug Administration (FDA), under the Federal Food, Drug, and Cosmetic Act, regulates bottled water as a packaged food product. State governments generally use one of two approaches to regulating bottled water. States may regulate bottled water as a packaged food product similar to FDA regulations or through the state's environmental agency similar to EPA drinking water regulations.

Q: How long can bottled water be stored?

A: The Food and Drug Administration has not established a shelf life for bottled water. Bottled water can be stored indefinitely if it is kept in the proper environment. Bottled water should be kept in a dry place out of direct sunlight and stored at room temperature or cooler. Bottled water should also be kept away from toxic chemicals, such as cleaning agents, solvents or gasoline.

Q: What are the types of contaminants for which bottled water is tested?

A: Bottled water is tested for two types of contaminants: aesthetic and health-related. Aesthetic contaminants affect the taste, odor, or color of the water. Aesthetic contaminants include inorganic parameters such as iron or sulfate and physical characteristics such as pH. Health-related contaminants may affect the health of consumers. Health-related contaminants include inorganic parameters (e.g., arsenic, nitrate), volatile organic chemicals (e.g., benzene), chlorination byproducts, herbicides, pesticides, radionuclides, and coliform bacteria.

Hotline Statistics

Monthly Summary of Hotline Service

Total number of calls answered	2,292
Total number of e-mails received	197
Average wait time (in seconds)	0:41
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 1 min	80.8%
Percent of callbacks answered in 5 days	100%
Percent of e-mails answered in 5 days	100%
Number of times callers listened to recorded message about local DW quality for PWS customers	455
Number of times callers listened to recorded message about CCRs	668
Number of times callers were transferred to the WSC Wellcare Hotline	304
Number of times callers listened to recorded message about tap water testing and quality for household well owners	174
Number of times callers listened to recorded message about tap water testing for PWS customers	504

Comparison to Previous Year

	Calls	E-mails
June 2004	2,292	197
June 2003	2,930	292

Top Ten Referrals

Inquiry Referred to:	Number of Referrals	Percent of Total* Referrals
1. Local Water System	337	20
2. State Lab Certification	305	18
3. State PWSS	233	14
4. EPA Internet	220	13
5. NSF/WQA/UL	164	10
6. FDA/IBWA	82	5
7. AGWT/WSC	70	4
8. Local Public Health	50	3
9. Combined Regions	37	2
10. Other	36	2

**A total of 1,675 referrals to other resources, agencies, and organizations were provided by the Hotline in June 2004.*

Customer Profiles

Customer	Calls	E-mails
Analytical Laboratories	17	2
Citizen - Private Well	152	25
Citizen - PWS	1,612	84
Consultants/Industry/Trade (DW)	68	2
Consultants/Industry/Trade (Other)	62	36
Environmental Groups	2	1
EPA	11	2
Other Federal Agency	8	2
Government, Local	10	3
Government, State	23	0
Government, Tribal	0	1
Spanish Speaking	4	0
International	5	15
Media	5	1
Medical Professional	12	0
Public Water System	185	10
Schools/University	17	12
Other	99	1
TOTALS	2,292	197

Daily Call Data

	Total Calls Answered	Average Wait Time mm:sec
1-June	52	00:57
2-June	71	00:50
3-June	98	00:47
4-June	100	00:49
7-June	81	00:31
8-June	73	01:05
9-June	77	01:04
10-June	83	01:08
14-June	110	00:58
15-June	110	00:37
16-June	104	00:35
17-June	105	00:32
18-June	114	00:18
21-June	106	00:16
22-June	133	00:17
23-June	142	00:40
24-June	131	00:32
25-June	125	00:33
28-June	158	00:51
29-June	146	00:38
30-June	173	00:45
TOTALS	2,292	00:41

Topic Categories

Category	Calls	E-mails
Microbials/Disinfection Byproducts		
Chlorine	32	3
Coliforms	71	4
Cryptosporidium	160	0
Disinfection/Disinfection Byproducts (Other)	18	0
Disinfection – Home Water	25	2
Other Microbials	27	0
Storage – Home Water	4	1
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	31	2
Trihalomethane (THM)	19	1
Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)		
Arsenic	29	3
Fluoride	23	0
Methyl-*tertiary*-butyl-ether (MTBE)	16	1
Perchlorate	3	4
Phase I, II & V	20	3
Sodium Monitoring	6	0
Sulfate	2	0
Lead and Copper		
Copper	22	0
Lead	178	4
Lead Contamination Control Act (LCCA)/Lead Ban	8	2
Radionuclides		
Radionuclides (Other)	30	0
Radionuclides (Radon)	45	4
Secondary DW Regulations		
Secondary DW Regulations	58	1
SDWA Background/Overview		
Definitions & Applicability	30	3
MCL List	83	11
Other Background	30	9
SDWA	82	2
Water on Tap	2	0
Other DW Regulations		
Analytical Methods (DW)	13	5
Contaminant Candidate List/ Drinking Water Priority List	6	0
Consumer Confidence Report (DW)	537	6
DW Primacy (PWS)	5	0
Operator (PWS) Certification	4	0
Other Drinking Water Security	103	9
Public Notification (PWS)	42	1
Security Planning Grants	6	0
State Revolving Fund (DW)	0	1
Unregulated Contaminant Monitoring Rule (UCMR)	12	1
Other Drinking Water		
Additives Program	3	1
Bottled Water	124	4
Complaints about PWS	135	8
Compliance & Enforcement (PWS)	32	3
Home Water Treatment Units	159	15
Infrastructure/Cap. Development	7	0
Local DW Quality	540	37
Tap Water Testing	327	8
Treatment/BATs (DW)	8	1
Drinking Water Source Protection		
Ground Water Rule	5	0
Sole Source Aquifer	0	1
Source Water/Wellhead Protection	13	3
UIC Program	11	2
Out of Purview		
Household Wells	111	20
Non-Environmental	38	5
Non-EPA Environmental	41	14
Other EPA (Programs)	50	18
TOTALS	3,386	223

APPENDIX A: FEDERAL REGISTER SUMMARIES

NOTICES

"Public Water System Supervision Program Revised for the State of South Carolina" June 8, 2004 (69 FR 31998)

EPA gave notice of tentative approval for the State of South Carolina's revisions to the approved Public Water System Supervision Program. South Carolina has adopted drinking water regulations for the Radionuclide, Arsenic, and Long Term 1 Enhanced Surface Water Treatment Rules. EPA has determined that these revisions meet all minimum federal requirements, and are no less stringent than the corresponding federal regulations.

"National Drinking Water Advisory Council; Request for Nominations" June 21, 2004 (69 FR 34347)

EPA sought nominations of qualified individuals to serve a three-year term as members of the National Drinking Water Advisory Council (NDWAC). NDWAC provides advice, consultation, and recommendations to the Agency on the activities and policies related to implementation of the Safe Drinking Water Act.

"Public Water System Supervision Program Revision for the State of North Carolina" June 30, 2004 (69 FR 39480)

EPA gave notice of tentative approval for revisions to the State of North Carolina's Public Water System Supervision Program. North Carolina has adopted drinking water regulations for the Interim Enhanced Surface Water Treatment Rule and the Stage 1 Disinfectants and Disinfection Byproducts Rule that are no less stringent than federal regulations.

PROPOSED RULE

"National Primary Drinking Water Regulations: Analytical Method for Uranium" June 2, 2004 (69 FR 31068)

EPA proposed to approve the use of three additional analytical methods for compliance determinations of uranium in drinking water. Each of these methods use an inductively coupled plasma mass spectrometry (ICP-MS) technology that has gained wide acceptance in the analytical community. EPA believes that ICP-MS analytical methods could be more cost-effective, less labor-intensive or more sensitive than some of the technologies previously approved in the December 2000 Radionuclides final rule (65 FR 76708). This proposed rule does not withdraw approval of any previously approved monitoring methods for uranium. In addition, EPA approved National Primary Drinking Water Regulations: Analytical Method for Uranium as a direct final rule without prior proposal because the agency viewed this as a non-controversial rulemaking and anticipated no adverse comment. If EPA does not receive adverse comment on the direct final, no further action will be taken on this proposed rule.

FINAL RULE

"National Primary Drinking Water Regulations: Analytical Method for Uranium"
June 2, 2004 (69 FR 31008)

EPA took direct final action to approve the use of three additional analytical methods for compliance determinations of uranium in drinking water. These methods use an inductively coupled plasma mass spectrometry (ICP-MS) technology that has gained wide acceptance in the analytical community. EPA believes that ICP-MS analytical methods could be more cost-effective, less labor-intensive or more sensitive than some of the technologies previously approved in the December 2000 Radionuclides final rule (65 FR 76708). This rule does not withdraw approval of any previously approved monitoring methods for uranium. Effective date for this final rule is August 31, 2004, if no adverse comments are received by July 2, 2004.

"National Primary Drinking Water Regulations: Minor Corrections and Clarification to Drinking Water Regulations; National Primary Drinking Water Regulations for Lead and Copper"
June 29, 2004 (69 FR 38850)

EPA published a final rule to make minor changes and clarifications to outdated language in the Long Term 1 Enhanced Surface Water Treatment Rule, the Surface Water Treatment Rule and other rules. EPA is also adding optional monitoring for disinfection profiling and an earlier compliance date for the Long Term 1 Rule. This final rule also established a detection limit of 1 ug/L for the uranium methods. In the same final rule, EPA reinstated inadvertently dropped text at 40 CFR 141.85. The reinstated text lists facilities that must be sent public education brochures by a public water system that exceeds the action level for lead and copper.